



WISCONSIN

**DEPARTMENT OF WORKFORCE DEVELOPMENT**

Division of Economic Support

Bureau of Work Support Programs

**TO: Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

**FROM:** Stephen M. Dow  
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**SUBJECT: CARES REVIEW NOTICES & ALERTS**

**BWSP OPERATIONS MEMO**

**No.:** 00-32

**File:** 1120  
1250.6

**Date:** 04/14/2000

**Non W-2** ☒ **W-2** ☐ **CC** ☐

**PRIORITY:** High

**CROSS REFERENCE:** Income Maintenance Manual, I-B, 3.1.0.

**EFFECTIVE DATE:** 05/05/2000

**PURPOSE**

This memo provides information about changes to the date on which case review notices and alerts are sent out.

**BACKGROUND**

On the night the CARES batch jobs are run to generate review notices and alerts, there are many other batch jobs that need to run. This increases the risk that CARES may not be able to be brought online timely the following morning, should all the batch jobs not be completed on time.

The Office of Food Stamps and Medical Assistance (OFSMA) has received requests from some agencies to give more than a 45 day notice to workers about upcoming reviews. Federal regulations allow states to send review notices up to 60 days prior to the review due date.

In response to the CARES batch problems and the request for earlier alerts, the Bureau of Field Support (BFS) recently did an informal survey of field staff to determine the impact of sending out the review-due alerts and the review-due notices earlier than the current 45 days. The worker alerts are:

- **290** (Review due, last review was NFTF)
- **291** (Review due, last review was FTF)

The review-due notice sent to the client is **CML1**.

If a case is scheduled for an April review, these alerts and notices are generated approximately on March 15. The **CML1** notice and the review alerts, **290** and **291**, are tied together and must be run on the same night.

## ***DISCUSSION***

The results of the BFS survey showed:

- 46% of the 32 agencies that responded wanted the change to be made.
- 40% of the agencies that responded did not want the change to be made.
- The remaining 12% saw benefits to both leaving the process as is and making the change.

There were many good reasons for both options. Pros for moving the date up are that it will allow more time to coordinate mail-in reviews and/or to schedule reviews in agencies where clerical staff assign reviews for workers. It will also allow the state more time to process the jobs that run the alerts and notices.

Reasons argued for not moving the date up are that clients will receive the notice too early and will forget to call to schedule the interview until the closure notice goes out, and that some workers may schedule the review before the review month, thus moving the review up one month.

## ***DECISION***

Based on all of the circumstances, the DWD decided to change the date the review alerts and notices are generated. Instead of the current 45 days, the alerts and notices will be generated on the first Friday of the month before the review month. This will become effective with the June review notices and alerts, which will be sent out May 5th.

**Example:** A July review will have a notice and alert generated on June 2nd, since that's the first Friday in the month prior to the review month.

## ***SCHEDULING REVIEWS***

If a client calls for a review appointment early in the month prior to the review month, do not schedule the review before the review month. By waiting until after the first of the review month, the next certification period will not be shortened.

**Example:** Notice **CML1** is sent out on July 7th to Client A informing her that a review is due on her case by the end of August. She calls her worker on July 10th for the appointment. The appointment should not be scheduled before August 1 so that it doesn't shorten the next review period by a month. The appointment should be scheduled between August 1<sup>st</sup> and the end of August.

## ***NOTICE TEXT CHANGES***

Changes are being made to the text of review notice **CML1** to accommodate the mail-in review process. There are 2 versions of this notice, depending on whether the agency sets up appointments for clients or if the client is expected to notify the worker for an appointment.

Also, letter **NAFR** (mail-in review letter) is being changed to accommodate the mail-in review changes. This is a worker-generated letter. You will be notified when these changes have been made.

### ***IMM MANUAL CHANGES***

Section IMM IB 3.1.0 will be updated to reflect this new procedure.

### ***CONTACT***

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Note: Email contacts are preferred. Thank you.